Dimplex®

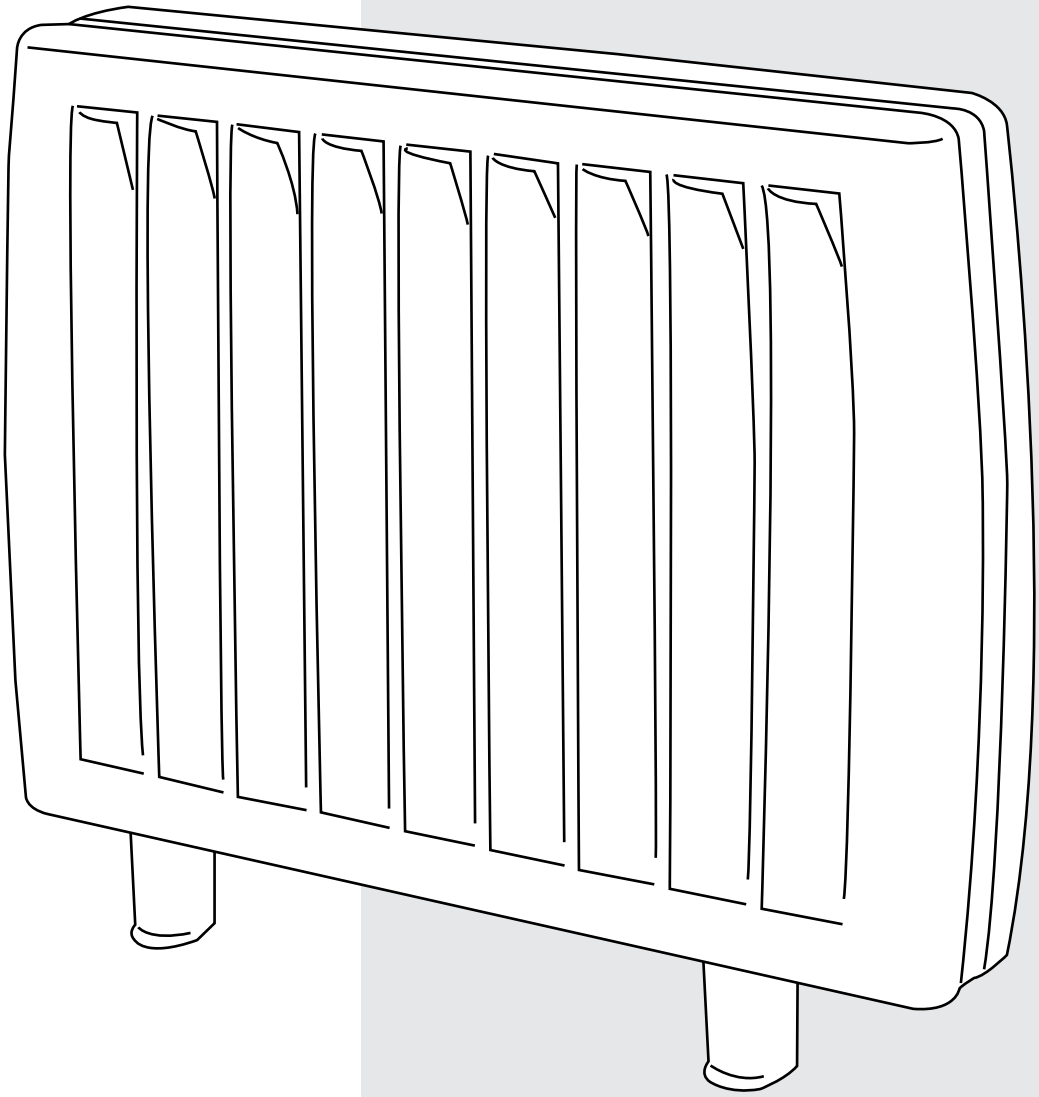
A world of expertise

# Operating Instructions

These instructions should be read carefully and retained for future reference. Note also the information given on the appliance.

## DuoHeat® radiator

Models: Duo300N
Duo400N
Duo500N



Issue 1 December 2010

These instructions should be read carefully and retained for future reference. Note also the information given on the appliance.

**IMPORTANT**

## SETTING UP YOUR NEW HEATER

Setting up your new heater, called 'commissioning' is simple as instructed on page 3. Please note that the new materials in the heater will produce a slight smell for the first few days of operation. **Rooms must be well ventilated and young children, caged birds, or persons with respiratory complaints must not remain in close proximity to the heater during the first 48 hours of the set-up period.** If several new heaters have been installed it's recommended that the set-up for each one (commissioning) is phased over several days.

**WARNING -** THE SURFACE OF THIS HEATER CAN BE HOT.

- The surface temperatures of this heater are within the requirements of EN60335-2-61, the European Standard covering the safety requirements for Electric Storage Heaters, and momentary contact with any part of the heater should not cause injury. However, in order to be effective, heaters of any type do get hot, especially around the air outlet grille.
- If aged or infirm persons, or young children, are likely to be left unsupervised in the vicinity of a heater precautions should be taken to ensure that prolonged contact with the heater cannot occur. We recommend that a guard is fitted around the heater, as is normal with some types of heating appliances in similar circumstances. A range of guards specially designed for Dimplex storage heaters is available. If you require further information on these guards, please see contact details on back page.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that the do not play with the appliance.

**CAUTION:** DO NOT COVER SURFACES OF THE HEATER AND DO NOT OBSTRUCT AIR OUTLET GRILLES.

- Surfaces of the heater should not be covered or obstructed as this can cause excessive temperatures that can be hazardous and may cause safety cut-outs to operate.
- Do not put clothes, fabrics or any combustible materials on the heater.
- Do not allow curtains to come within 75mm (3") of the top and ends of the heater.
- DO NOT SIT OR STAND ON THE HEATER.
- DO NOT PLACE OBJECTS IN CONTACT WITH THE HEATER.

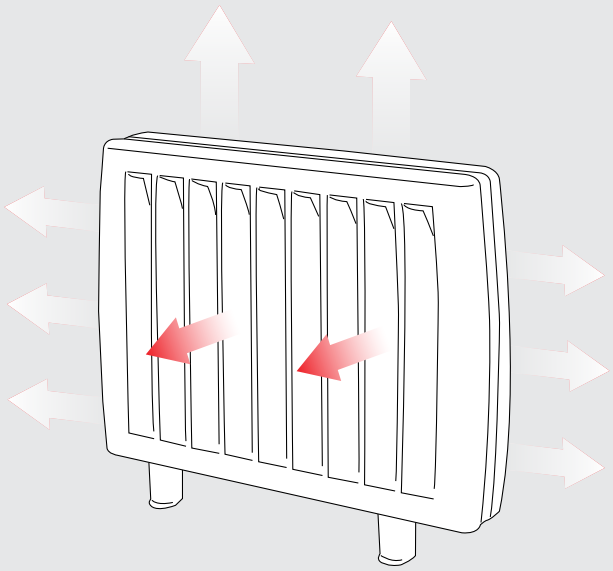
**PLEASE NOTE:** YOUR DUO HEATER IS VERY HEAVY AND MUST BE SECURELY FIXED TO A SOUND WALL.

- No attempt should be made to move the heater without first seeking specialist advice. If you are not happy that the heater has been securely fixed, please inform your installer.
- If, during any reassembly of the heater, a part of the thermal insulation shows damaged or deterioration which may impair safety, it should be replaced with an identical part.
- UNDER NO CIRCUMSTANCES SHOULD THE WALL FIXINGS BE LOOSENED ON THIS HEATER BEFORE THE BRICKS HAVE BEEN REMOVED FROM ITS CORE.

## The benefits of DuoHeat®

The DuoHeat radiator is the latest in energy efficient heating. With a slim modern design and user friendly electronic controls DuoHeat is the perfect choice to provide efficient, controllable heating.

Your DuoHeat radiator works by providing continuous warmth from a carefully balanced combination of “stored” and “radiant” heating. Some energy is taken in by the radiator when electricity tariffs are low and this is supplemented by top up from the low wattage element attached to the front panel, to ensure the room temperature remains at your preferred level throughout the day.



## Know your heater

Off-peak electricity is supplied from the National Grid to your house – usually overnight – when national demand for electricity is low. This is called the off-peak period.

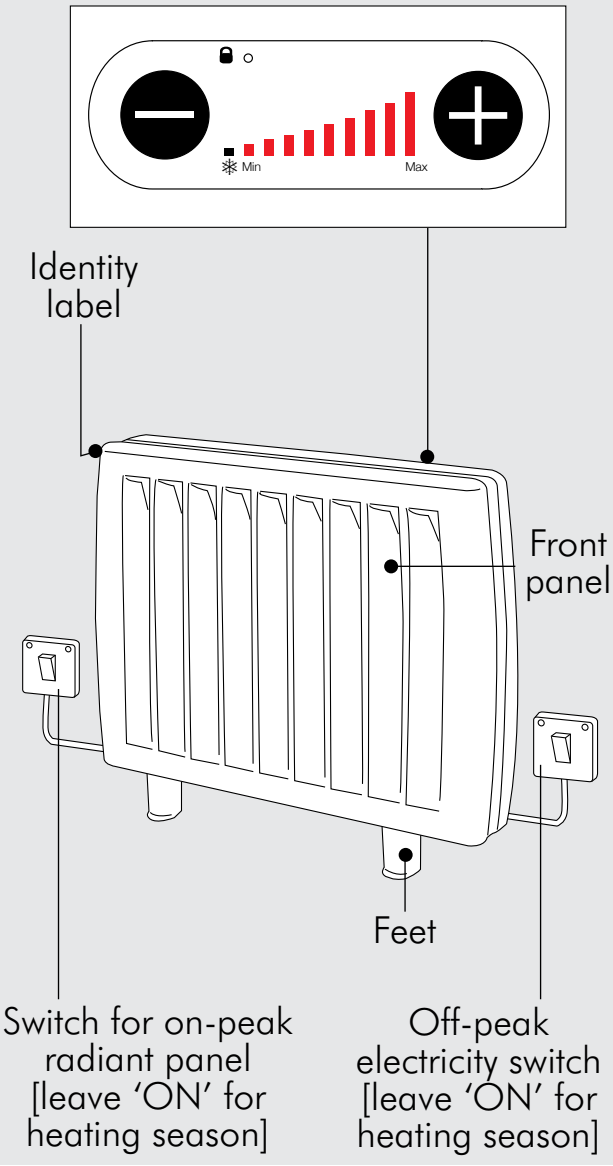
Because it is off-peak it is supplied at a cheaper price than normal day rate electricity and requires a separate off-peak electrical circuit and meter. This circuit operates the storage heaters and switches on automatically during the off-peak time period which will occur at times of the night or day. If you are unsure what off-peak tariff you have, you will need to contact your electricity supplier.

In the same way as you charge up a battery, electricity is used to heat elements in your heater, then over a number of hours, the elements gradually transfer the heat to a very high density material that absorbs and stores the heat for use during the next day. This process is referred to as ‘charging’ the heater.

However in order to ensure your room stays warm overnight, DuoHeat is designed to give out some heat even when the heater is ‘charging’.

The normal on-peak (or day rate) circuit supplies energy to operate the low wattage radiant panel and the controls within the heater, when needed for top-up heating.

Controls: ‘Comfort’ and ‘Background’



# Setting up your new heater

## The controls

**Models DUO300N, DUO400N, DUO500N**

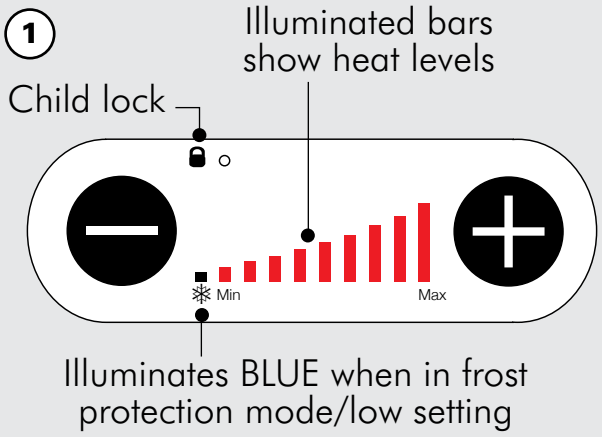
DuoHeat radiators have just one simple **electronic temperature** control display on the top right hand of the heater.

**① The TEMPERATURE CONTROL has two output modes:**

**Mode 1 'Comfort':** (on-peak: radiant heat) - default setting

**Mode 2 'Background':** (off-peak: stored heat)

Each mode needs to be set to the correct level to provide the optimum heating comfort.




# To commission a new heater

To commission a new heater, adjust the background setting to max - 10 bars lit and the comfort setting at 5. Leave for 48 hours. Please remember that any subsequent changes you make can take at least 24 hours to take effect.

② For DuoHeat to operate correctly, both electricity supplies from the wall switches must be switched 'on' at all times.

③ When the radiator is switched on, illuminated bars will indicate the temperature setting – the radiator will automatically be in **'Comfort'** mode.

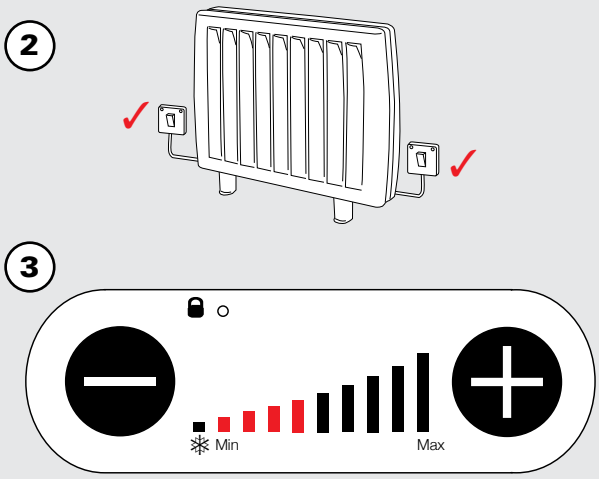
Depending on your comfort requirements, there are three recommended settings: Normal, Low, High. See below.

**IMPORTANT** - The new materials in the heater are likely to produce a smell for the first few days of operation.

**Rooms must be well ventilated and young children, caged birds, or persons with respiratory complaints must not remain in close proximity to the heater during the first 48 hours of the set-up period.**

**Multiple installations**

If several new heaters have been installed it's recommended that the set up (commissioning) is phased over several days.




# Setting up your heater for normal use

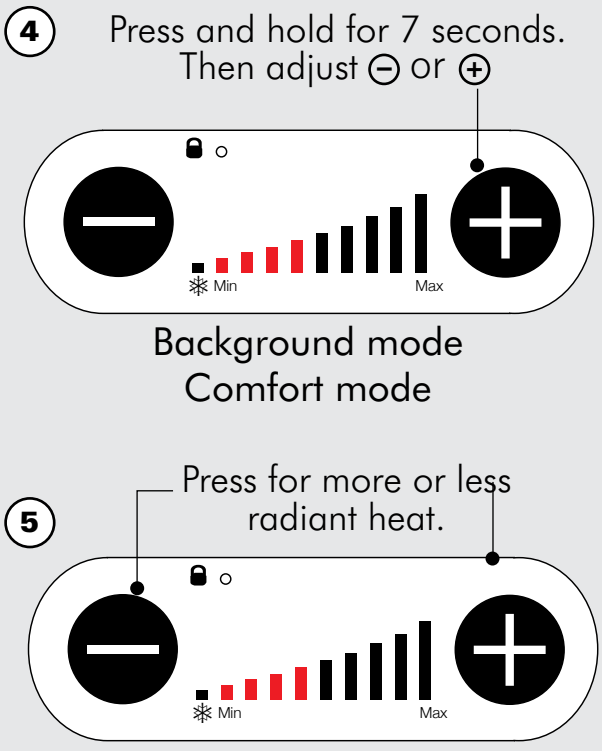
The heater is set at a factory default setting, however you can check this has not been altered by the installer. The normal setting shows 5 bars.

④ **Check or set the 'Background' mode:** This controls the amount of heat that is stored. To show the hidden menu press the ⊕ button until 10 bars are illuminated and continue to hold for a further 7 seconds. Then adjust by pressing the ⊕ or ⊖ buttons and set at the mid point (5th bar).

After 20 seconds, the display will go back to the default Comfort mode. You need to set the Comfort mode as described below.

⑤ **Setting the 'Comfort' mode:** This controls the level of radiant heat. Set at the mid point (5 bar) by pressing the ⊕ or ⊖ buttons for more or less radiant heat.

**TIP** After 20 seconds the temperature control display will automatically show the 'Comfort' mode. The illuminated bars will dim after approx 10 seconds if no adjustment is made.



## Low setting [e.g. holiday home in period of vacancy]

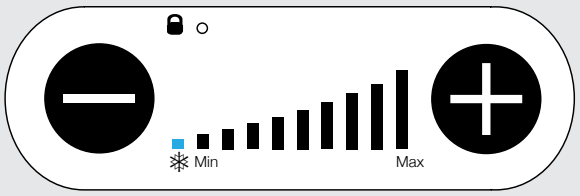
⑥ Select the Background mode by pressing the ⊕ button until 10 bars are illuminated. Continue to hold for a further 7 seconds, then adjust down to 1st bar by pressing ⊖ to show blue.

After 20 seconds this will automatically revert to show the 'Comfort' mode.

In 'Comfort' mode reduce to 1st bar by pressing ⊖ to show blue.

**TIP** *The blue frost protection bar may be illuminated because the heater is connected to an external control.*

⑥




On low setting the first bar shows blue

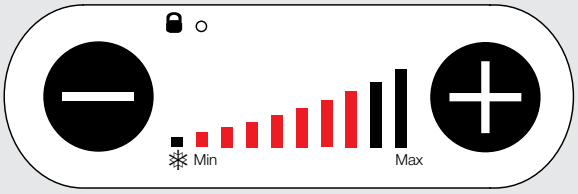
## High setting

⑦ Increase the 'Background' setting to 8th bar by pressing the ⊕ button until 10 bars are illuminated. Continue to hold for a further 7 seconds then adjust to 8th bar by pressing ⊖ or ⊕

Set the 'Comfort' setting to 5th bar by pressing ⊖ or ⊕

**TIP** **After setting the controls:** *Operate the radiator for 24 hours before making further adjustments to the settings.*

⑦




**TIP** *It may require a few days fine-tuning to achieve an optimum comfort level. On subsequent days increase or decrease the temperature by one red light until a satisfactory comfort level has been established. Once established the radiator will automatically adjust to suit seasonal changes in temperature.*

*During mild weather Background heat may not operate or be required, however the Comfort heat - low wattage - may still operate.*

## Child lock operation

⑧ **To activate:** simultaneously depress the ⊕ and ⊖ buttons for a period of 3 seconds. After this period the childlock is in operation and the LED will illuminate for a short period and then revert to the setback setting.

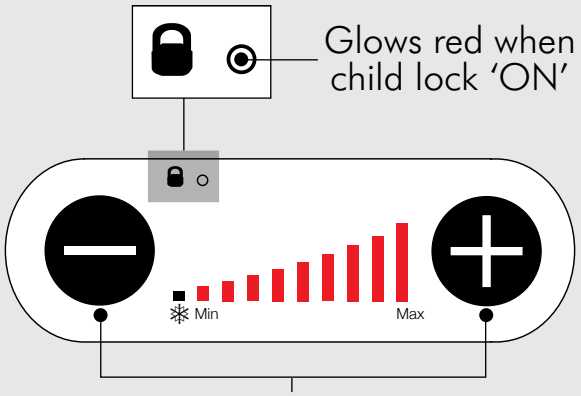
- The LED beside the key or lock symbol will illuminate while the child lock is in operation.

- Once in the locked position, if either of the controls are operated the LED will resume maximum illumination for a short period before reverting back to the setback position.

**To deactivate:** depress the buttons simultaneously again for 3 seconds and the buttons will become active.

**TIP** *If the child lock is illuminated green this shows that the radiator is connected to an external control. See these instructions for further information.*

⑧



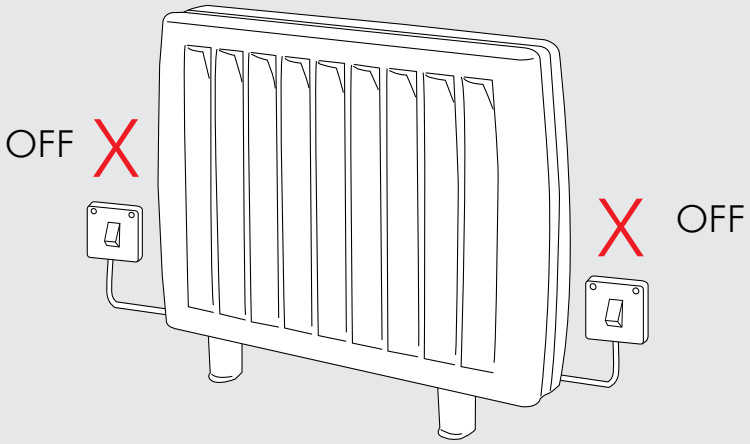

Press ⊖ and ⊕ simultaneously for 3 seconds to set the child lock

# Seasonal settings

## Summer

In summer, the heater can be turned off at the wall. Don't forget to turn it back on when the weather starts to get cold again.

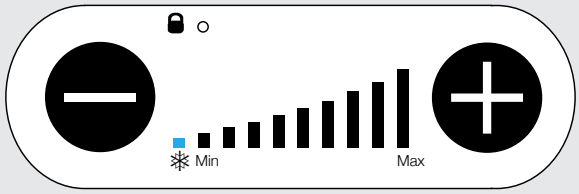
The heater wil remember both the Background and Comfort settings which were set when it was turned off.




## Holidays

In the summer the heater can be turned off at the wall, or in the winter set at the lowest Comfort and Background setting to protect the room from frost.

**TIP** *Remember when you switch the heater on again it may need a 'charge' for 24 hours before heat is available.*




Set both Background and Comfort modes to min/frost setting

## Troubleshooting guide

Please note this guide refers to heaters being operated individually. If a central control system is installed some issues may require that you refer to the instructions provided with the system controlling the heaters.

| ISSUE | SOLUTION |
|---|---|
| My heater is too cold | • Has there been an interruption to mains power? A power cut during the off-peak period could affect the charge taken by the heater.<br>• Ensure that the off-peak circuit is working, the wall switch is on and the fuse is ok.<br>• Turn up the BACKGROUND control (this may take up to 24hrs to take effect).<br>• Turn up the COMFORT control (this will start to take effect immediately).<br>• Has the heater been inadvertently covered? If so, the safety cut-out may have operated. Please contact Customer Services if this is the case. A service call out will be necessary to reset the cut-out and there will be a charge for the call out.<br>• Do you have another heater nearby? If so please see 'One of my heaters is colder than the other' below.<br>• The room temperature will have an effect on the charge taken, therefore if the room is already warm the heater will not take an unnecessary charge. |
| My heater is too hot | • Adjust the COMFORT setting down to determine if background is set too high.<br>• Turn the BACKGROUND control down (this may take up to 24hrs to take effect). |
| One of my heaters is colder than another | • If two heaters are fitted in one area, they may affect each other's operation.<br>• Set one heater higher as a 'primary' source of heat, and the other lower to provide 'supporting' heat to avoid the heaters cancelling each other out and taking a reduced charge. |
| My room is not warm enough in the evening | • Turn up the BACKGROUND control (this may take up to 24hrs to take effect).<br>• Turn up the COMFORT control. |
| Smells other than that caused during commissioning | • Apart from the commissioning period and perhaps after a long period of inactivity when there may be an accumulation of dust within the heater, no smells should be present. One exception is when decoration is being carried out, especially if the substances used have a petrochemical base.<br>• If decorating is to be carried out, turn off the heater and ensure the room is well ventilated before the heater is turned back on again. |
| The heater has left black marks on the wall | • Lit cigarettes, candles and oil burners, combined with the convection effect of a heater can cause soot deposits to build up on the surface directly above and to the sides of the heater.<br>• Installing a shelf above the heater is one solution, as the heat rising above the heater will be diverted away from the wall and into the centre of the room. Please ensure a minimum of 250mm clearance between the top of the heater and the shelf. |
| Unable to adjust any controls | • Turn the power supplies off for five minutes and then switch them back on.<br>• Check external controller if one is connected. |

## Cleaning

To maintain the external appearance of the radiator it need only be wiped over occasionally with a dry duster. During the summer months, or at other times when the appliance is not in use and is completely cold, the opportunity should be taken to wipe over with a damp cloth. Do not use abrasive cleaning powders or furniture polish.

Discoloration of wall finishes can sometimes occur immediately above a storage heater due to the properties of some paints and decorating materials or the presence of environmental impurities in the air (such as soot or incense generated from the burning of candles, etc.) A suitable shelf (available from Dimplex) may be fitted to limit the extent of any wall discoloration.

## After sales service

Your product is guaranteed for two years from the date of purchase.

Within this period, we undertake to repair this product free of charge provided it has been installed and operated in accordance with these instructions.

Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

**Should you require after sales information please go to www.dimplex.co.uk where you will find our self help guides and videos by clicking on 'Customer Support'. If you cannot find the information you need, a simple online form is provided for your convenience, or contact the number below.**

You will need the model number, serial number and series, date of purchase, and nature of the fault to complete the online form or before contacting us.

Please do not return a faulty product to us in the first instance as this may result in loss or damage and delay in providing you with a satisfactory service.

Please retain your receipt as proof of purchase.

## Spare parts

Spare parts information is available on the website www.dimplex.co.uk, and the customer services help desk will be able to advise you should you need to purchase any spares.

You will need the model number, serial number and series, date of purchase, and nature of the fault to complete the online form or before contacting us.

## Protective guards

A range of protective guards designed for Dimplex storage heaters is available to order. For more information contact Norfolk Industries on 01603 667957.

## Recycling

For electrical products sold within the European Community.

At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.

This product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3.

These cover the essential requirements of EEC Directives 2006/95/EC and 2004/108/EC

© GDC

Dimplex®

A world of expertise

Dimplex, a division of GDC Group Limited, Millbrook House, Grange Drive, Hedge End, Southampton SO30 2DF
Email customer.services@dimplex.co.uk Website www.dimplex.co.uk
Customer Help Line 0845 600 5111 Fax 01489 773050